



Service Offerings and Agreements ITIL® Intermediate Capability Handbook

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Itil Service Capability Handbook

Alan Calder



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HMSO Agency Catalogue Great Britain. Her Majesty's Stationery Office,2004 The Stationery Office Agency Catalogue Stationery Office (Great Britain),2004 *ITIL V3 foundation handbook* Office of Government Commerce,Simon Adams,2009-06-16 A quick reference revision guide which has been designed to help students sitting the Foundation Exam This edition is updated to the 2009 syllabus The title also acts as a key reference aid for managers practitioners vendors and consultants in the workplace and while travelling This publication provides an introduction to the ITIL V3 Service Lifecycle model and an overview of the ITIL V3 qualification structure The guide contains a chapter on each of the components of the Lifecycle Service Strategy

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